

Enterprise Incident Report September 2012

As of 10/1/2012

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Administrative Services	Application Services	Dustin Crump	1 0	0 0	1 0
		Martin Gonzalez	4 4	0 0	4 4
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	6 4	0 0	6 4
	Application Support - DFI	Boyd Evans	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	2 0	0 0	2 0
		Chad Poll	3 1	0 0	3 1
		Joshua Furgason	7 7	0 0	7 7
		Paul Ross	7 6	0 0	7 6
		Scott Wunderlich	27 14	0 0	27 14

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Administrative Services

			Low	Medium	FCR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	28	0	28
			27	0	27
		Assigned to Individual Total	74 55	0 0	74 55
	Capitol Hosting	Jake Vandenberghe	1	0	1
			0	0	0
		Patrick Funk	2	0	2
			0	0	0
		Assigned to Individual Total	3 0	0 0	3 0
	Help Desk	Brenda Treadway	6	0	6
			6	0	6
		Eileen Dubach	2	0	2
			2	0	2
		Julie VanBeekum	5	0	5
			5	0	5
		Vicky Marrelli	1	0	1
			1	0	1
		Assigned to Individual Total	14 14	0 0	14 14
	Metro A Desktop Support	Kraig Ellis	1	0	1
			0	0	0
		Michael Barth	6	0	6
			1	0	1
		Rodney Austin	2	0	2
			2	0	2
		Assigned to Individual Total	9 3	0 0	9 3

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Administrative Services

			Low	Medium	FCR Total
Administrative Services	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Edward Fortner	1 1	0 0	1 1
		Liz Evans	4 2	0 0	4 2
		Assigned to Individual Total	6 3	0 0	6 3
	Metro B Desktop Support	Anthony Booyse	1 0	0 0	1 0
		Mike Wilde	1 0	0 0	1 0
		Peter Musser	3 3	0 0	3 3
		Stephanie Young	1 0	0 0	1 0
		Assigned to Individual Total	6 3	0 0	6 3
	Network Operations	Dave Bodily	1 0	0 0	1 0
		Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Rural Central Desktop Support	Paul Petersen	1 0	0 0	1 0

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Administrative Services

			Low	Medium	FCR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	3 3	0 0	3 3
		Neil Smedley	1 0	0 0	1 0
		Ruston McKay	1 1	0 0	1 1
		Assigned to Individual Total	5 4	0 0	5 4
	Rural South Desktop Support	Julie Christensen	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Julie Sabato	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0

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Administrative Services

			Low	Medium	FCR Total
Administrative Services	Voice Operations	Assigned to Individual Total	20	10	30
	Voice/Data/WAN Services	Mike Johnson	10	00	10
		Mitch Hood	10	00	10
		Assigned to Individual Total	20	00	20
	Wireless Services	Mike Lindquist	10	00	10
		Assigned to Individual Total	10	00	10
	Assigned Group Total		13688	10	13788
Customer Company Total			13688	10	13788

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Administrative Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Administrative Services	Application Services	Dustin Crump	1 0	0 0	1 0
		Martin Gonzalez	4 0	0 0	4 0
		Tony Larsen	1 1	0 0	1 1
		Assigned to Individual Total	6 1	0 0	6 1
	Application Support - DFI	Boyd Evans	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Capitol Desktop Support	Brian Bintz	2 0	0 0	2 0
		Chad Poll	3 0	0 0	3 0
		Joshua Furgason	7 0	0 0	7 0
		Paul Ross	7 1	0 0	7 1
		Scott Wunderlich	27 0	0 0	27 0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	28 1	0 0	28 1
		Assigned to Individual Total	74 2	0 0	74 2
	Capitol Hosting	Jake Vandenberghe	1 0	0 0	1 0
		Patrick Funk	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Help Desk	Brenda Treadway	6 0	0 0	6 0
		Eileen Dubach	2 0	0 0	2 0
		Julie VanBeekum	5 0	0 0	5 0
		Vicky Marrelli	1 0	0 0	1 0
		Assigned to Individual Total	14 0	0 0	14 0
	Metro A Desktop Support	Kraig Ellis	1 0	0 0	1 0
		Michael Barth	6 0	0 0	6 0
		Rodney Austin	2 0	0 0	2 0
		Assigned to Individual Total	9 0	0 0	9 0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Edward Fortner	1 0	0 0	1 0
		Liz Evans	4 0	0 0	4 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro B Desktop Support	Anthony Booyse	1 0	0 0	1 0
		Mike Wilde	1 0	0 0	1 0
		Peter Musser	3 0	0 0	3 0
		Stephanie Young	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Network Operations	Dave Bodily	1 0	0 0	1 0
		Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Rural Central Desktop Support	Paul Petersen	1 0	0 0	1 0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	3 0	0 0	3 0
		Neil Smedley	1 0	0 0	1 0
		Ruston McKay	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Rural South Desktop Support	Julie Christensen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Julie Sabato	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0

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Administrative Services

			Low	Medium	MIR Total
Administrative Services	Voice Operations	Assigned to Individual Total	20	10	30
	Voice/Data/WAN Services	Mike Johnson	10	00	10
		Mitch Hood	10	00	10
		Assigned to Individual Total	20	00	20
	Wireless Services	Mike Lindquist	10	00	10
		Assigned to Individual Total	10	00	10
	Assigned Group Total		1364	10	1374
Customer Company Total			1364	10	1374

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Administrative Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Administrative Services	Application Services	Dustin Crump	1 0.00	0 0.00	1 0.00
		Martin Gonzalez	4 0.16	0 0.00	4 0.16
		Tony Larsen	1 3.90	0 0.00	1 3.90
		Assigned to Individual Total	6 0.76	0 0.00	6 0.76
	Application Support - DFI	Boyd Evans	1 2.19	0 0.00	1 2.19
		Assigned to Individual Total	1 2.19	0 0.00	1 2.19
	Capitol Desktop Support	Brian Bintz	2 0.72	0 0.00	2 0.72
		Chad Poll	3 0.43	0 0.00	3 0.43
		Joshua Furgason	7 0.00	0 0.00	7 0.00
		Paul Ross	7 0.16	0 0.00	7 0.16
		Scott Wunderlich	27 0.14	0 0.00	27 0.14

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Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	28 0.17	0 0.00	28 0.17
		Assigned to Individual Total	74 0.17	0 0.00	74 0.17
	Capitol Hosting	Jake Vandenberghe	1 0.37	0 0.00	1 0.37
		Patrick Funk	2 0.35	0 0.00	2 0.35
		Assigned to Individual Total	3 0.36	0 0.00	3 0.36
	Help Desk	Brenda Treadway	6 0.00	0 0.00	6 0.00
		Eileen Dubach	2 0.24	0 0.00	2 0.24
		Julie VanBeekum	5 0.00	0 0.00	5 0.00
		Vicky Marrelli	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	14 0.03	0 0.00	14 0.03
	Metro A Desktop Support	Kraig Ellis	1 0.00	0 0.00	1 0.00
		Michael Barth	6 0.26	0 0.00	6 0.26
		Rodney Austin	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	9 0.17	0 0.00	9 0.17

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Administrative Services

			Low	Medium	ATTIR Total
Administrative Services	Metro A Help Desk	Ed Conrad	1 0.72	0 0.00	1 0.72
		Edward Fortner	1 0.13	0 0.00	1 0.13
		Liz Evans	4 0.17	0 0.00	4 0.17
		Assigned to Individual Total	6 0.26	0 0.00	6 0.26
	Metro B Desktop Support	Anthony Booyse	1 0.00	0 0.00	1 0.00
		Mike Wilde	1 0.93	0 0.00	1 0.93
		Peter Musser	3 0.00	0 0.00	3 0.00
		Stephanie Young	1 0.26	0 0.00	1 0.26
		Assigned to Individual Total	6 0.20	0 0.00	6 0.20
	Network Operations	Dave Bodily	1 0.36	0 0.00	1 0.36
		Kelli Okumura	1 0.37	0 0.00	1 0.37
		Michael Ostrander	1 0.99	0 0.00	1 0.99
		Assigned to Individual Total	3 0.57	0 0.00	3 0.57
	Rural Central Desktop Support	Paul Petersen	1 0.00	0 0.00	1 0.00

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			Low	Medium	ATTIR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural North Desktop Support	Kim Ratushniak	3 0.00	0 0.00	3 0.00
		Neil Smedley	1 0.30	0 0.00	1 0.30
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.06	0 0.00	5 0.06
	Rural South Desktop Support	Julie Christensen	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	1 0.18	0 0.00	1 0.18
	Strategic Communications	Dennis Rogers	1 0.54	0 0.00	1 0.54
		Assigned to Individual Total	1 0.54	0 0.00	1 0.54
	Technical Lead/Project Manager	Martin Gonzalez	1 0.14	0 0.00	1 0.14
		Assigned to Individual Total	1 0.14	0 0.00	1 0.14
	Voice Operations	Gail Christiansen	1 0.89	0 0.00	1 0.89
		Julie Sabato	1 0.29	0 0.00	1 0.29
		Romanza Hamblin Sorensen	0 0.00	1 0.16	1 0.16

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			Low	Medium	ATTIR Total
Administrative Services	Voice Operations	Assigned to Individual Total	2 0.59	1 0.16	3 0.44
	Voice/Data/WAN Services	Mike Johnson	1 0.27	0 0.00	1 0.27
		Mitch Hood	1 0.12	0 0.00	1 0.12
		Assigned to Individual Total	2 0.19	0 0.00	2 0.19
	Wireless Services	Mike Lindquist	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	1 0.29	0 0.00	1 0.29
	Assigned Group Total		136 0.22	1 0.16	137 0.22
Customer Company Total			136 0.22	1 0.16	137 0.22

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Administrative Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Administrative Services	Application Services	Dustin Crump	1 0	0 0	1 0
		Martin Gonzalez	4 1	0 0	4 1
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Application Support - DFI	Boyd Evans	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Capitol Desktop Support	Brian Bintz	2 0	0 0	2 0
		Chad Poll	3 0	0 0	3 0
		Joshua Furgason	7 0	0 0	7 0
		Paul Ross	7 0	0 0	7 0
		Scott Wunderlich	27 2	0 0	27 2

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Administrative Services

			Low	Medium	MR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	28 1	0 0	28 1
		Assigned to Individual Total	74 3	0 0	74 3
	Capitol Hosting	Jake Vandenberghe	1 1	0 0	1 1
		Patrick Funk	2 0	0 0	2 0
		Assigned to Individual Total	3 1	0 0	3 1
	Help Desk	Brenda Treadway	6 0	0 0	6 0
		Eileen Dubach	2 0	0 0	2 0
		Julie VanBeekum	5 0	0 0	5 0
		Vicky Marrelli	1 0	0 0	1 0
		Assigned to Individual Total	14 0	0 0	14 0
	Metro A Desktop Support	Kraig Ellis	1 0	0 0	1 0
		Michael Barth	6 0	0 0	6 0
		Rodney Austin	2 0	0 0	2 0
		Assigned to Individual Total	9 0	0 0	9 0

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Administrative Services

			Low	Medium	MR Total
Administrative Services	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Edward Fortner	1 0	0 0	1 0
		Liz Evans	4 0	0 0	4 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro B Desktop Support	Anthony Booyse	1 0	0 0	1 0
		Mike Wilde	1 0	0 0	1 0
		Peter Musser	3 0	0 0	3 0
		Stephanie Young	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Network Operations	Dave Bodily	1 0	0 0	1 0
		Kelli Okumura	1 0	0 0	1 0
		Michael Ostrander	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Rural Central Desktop Support	Paul Petersen	1 0	0 0	1 0

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Administrative Services

			Low	Medium	MR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	1 0	0 0	1 0
	Rural North Desktop Support	Kim Ratushniak	3 0	0 0	3 0
		Neil Smedley	1 0	0 0	1 0
		Ruston McKay	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Rural South Desktop Support	Julie Christensen	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Julie Sabato	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	1 0

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Administrative Services

			Low	Medium	MR Total
Administrative Services	Voice Operations	Assigned to Individual Total	20	10	30
	Voice/Data/WAN Services	Mike Johnson	10	00	10
		Mitch Hood	10	00	10
		Assigned to Individual Total	20	00	20
	Wireless Services	Mike Lindquist	11	00	11
		Assigned to Individual Total	11	00	11
	Assigned Group Total		1366	10	1376
Customer Company Total			1366	10	1376

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Administrative Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Administrative Services	Application Services	Dustin Crump	1 2.59	0 0.00	1 2.59
		Martin Gonzalez	4 8.68	0 0.00	4 8.68
		Tony Larsen	1 5.70	0 0.00	1 5.70
		Assigned to Individual Total	6 7.17	0 0.00	6 7.17
	Application Support - DFI	Boyd Evans	1 5.47	0 0.00	1 5.47
		Assigned to Individual Total	1 5.47	0 0.00	1 5.47
	Capitol Desktop Support	Brian Bintz	2 2.44	0 0.00	2 2.44
		Chad Poll	3 0.59	0 0.00	3 0.59
		Joshua Furgason	7 0.00	0 0.00	7 0.00
		Paul Ross	7 0.32	0 0.00	7 0.32
		Scott Wunderlich	27 1.92	0 0.00	27 1.92

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Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Capitol Desktop Support	Tom Hanson	28 2.14	0 0.00	28 2.14
		Assigned to Individual Total	74 1.63	0 0.00	74 1.63
	Capitol Hosting	Jake Vandenberghe	1 23.91	0 0.00	1 23.91
		Patrick Funk	2 1.07	0 0.00	2 1.07
		Assigned to Individual Total	3 8.68	0 0.00	3 8.68
	Help Desk	Brenda Treadway	6 0.00	0 0.00	6 0.00
		Eileen Dubach	2 0.24	0 0.00	2 0.24
		Julie VanBeekum	5 0.00	0 0.00	5 0.00
		Vicky Marrelli	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	14 0.04	0 0.00	14 0.04
	Metro A Desktop Support	Kraig Ellis	1 0.64	0 0.00	1 0.64
		Michael Barth	6 0.37	0 0.00	6 0.37
		Rodney Austin	2 0.13	0 0.00	2 0.13
		Assigned to Individual Total	9 0.34	0 0.00	9 0.34

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			Low	Medium	ATTR Total
Administrative Services	Metro A Help Desk	Ed Conrad	1 0.87	0 0.00	1 0.87
		Edward Fortner	1 0.27	0 0.00	1 0.27
		Liz Evans	4 0.36	0 0.00	4 0.36
		Assigned to Individual Total	6 0.43	0 0.00	6 0.43
	Metro B Desktop Support	Anthony Booyse	1 0.06	0 0.00	1 0.06
		Mike Wilde	1 1.08	0 0.00	1 1.08
		Peter Musser	3 0.00	0 0.00	3 0.00
		Stephanie Young	1 1.72	0 0.00	1 1.72
		Assigned to Individual Total	6 0.48	0 0.00	6 0.48
	Network Operations	Dave Bodily	1 0.76	0 0.00	1 0.76
		Kelli Okumura	1 0.37	0 0.00	1 0.37
		Michael Ostrander	1 2.37	0 0.00	1 2.37
		Assigned to Individual Total	3 1.17	0 0.00	3 1.17
	Rural Central Desktop Support	Paul Petersen	1 2.37	0 0.00	1 2.37

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			Low	Medium	ATTR Total
Administrative Services	Rural Central Desktop Support	Assigned to Individual Total	1 2.37	0 0.00	1 2.37
	Rural North Desktop Support	Kim Ratuszniak	3 0.00	0 0.00	3 0.00
		Neil Smedley	1 0.30	0 0.00	1 0.30
		Ruston McKay	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.06	0 0.00	5 0.06
	Rural South Desktop Support	Julie Christensen	1 1.58	0 0.00	1 1.58
		Assigned to Individual Total	1 1.58	0 0.00	1 1.58
	Strategic Communications	Dennis Rogers	1 3.25	0 0.00	1 3.25
		Assigned to Individual Total	1 3.25	0 0.00	1 3.25
	Technical Lead/Project Manager	Martin Gonzalez	1 1.14	0 0.00	1 1.14
		Assigned to Individual Total	1 1.14	0 0.00	1 1.14
	Voice Operations	Gail Christiansen	1 0.89	0 0.00	1 0.89
		Julie Sabato	1 0.46	0 0.00	1 0.46
		Romanza Hamblin Sorensen	0 0.00	1 0.61	1 0.61

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Administrative Services

			Low	Medium	ATTR Total
Administrative Services	Voice Operations	Assigned to Individual Total	2 0.67	1 0.61	3 0.65
	Voice/Data/WAN Services	Mike Johnson	1 0.33	0 0.00	1 0.33
		Mitch Hood	1 0.46	0 0.00	1 0.46
		Assigned to Individual Total	2 0.39	0 0.00	2 0.39
	Wireless Services	Mike Lindquist	1 119.86	0 0.00	1 119.86
		Assigned to Individual Total	1 119.86	0 0.00	1 119.86
	Assigned Group Total		136 2.51	1 0.61	137 2.49
Customer Company Total			136 2.51	1 0.61	137 2.49

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Administrative Services

Detail

INC000000555378	Julie Clark Application Services	Application Martin Gonzalez	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.10 26.54
INC000000562936	Doug Hunter Wireless Services	Application Mike Lindquist	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.29 119.86
INC000000571943	Brenda Lee Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.26
INC000000572300	Jamie Leavitt Capitol Desktop Support	PC/Laptop Brian Bintz	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.82 2.54
INC000000572324	Enzo Calfa Capitol Desktop Support	Network Brian Bintz	Performance Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.62 2.34
INC000000572386	Ken Hansen Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.05
INC000000572542	Gary Robertson Capitol Desktop Support	None Tom Hanson	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.39
INC000000572558	Nathan Gardner Metro A Help Desk	Application Liz Evans	Password Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.14
INC000000572601	Julie Talbot Rural North Desktop Support	Network Neil Smedley	Incident Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.30
INC000000572828	Robert D Johnson Help Desk	Telecom Eileen Dubach	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.48 0.48
INC000000573029	Chad Spencer Rural North Desktop Support	Network Ruston McKay	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573067	Annette Julander Help Desk	Application Brenda Treadway	Password Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573165	Sheri Wolfley Application Services	Application Martin Gonzalez	None Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.98
INC000000573241	Janell Tuttle Metro B Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573302	Maren Jeppsen Metro A Help Desk	Network Liz Evans	Password Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.50
INC000000573345	Maren Jeppsen Metro A Help Desk	Application Liz Evans	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05

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INC000000573367	Doug Hunter	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Administrative Services	Low	Closed	TTR Missed: No	0.12
INC000000573368	Terri White	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Administrative Services	Low	Closed	TTR Missed: No	0.14
INC000000573391	Maren Jeppsen	Application	Error	Archives Management System		TIR Missed: No	0.72
	Metro A Help Desk	Ed Conrad	Administrative Services	Low	Closed	TTR Missed: No	0.87
INC000000573548	Joanie Aponte	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000573599	Maren Jeppsen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Administrative Services	Low	Closed	TTR Missed: No	0.64
INC000000573839	Ken Hansen	Application	Error	Microsoft Office		TIR Missed: No	0.59
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.83
INC000000573962	Joe Ligor	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000573976	Brinton Gregory	Application	Error	Employee Gateway		TIR Missed: No	0.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.34
INC000000574015	Eric Gardner	Application	Error	None		TIR Missed: No	0.29
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	3.35
INC000000574020	Jim T. Klarr	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000574038	Brett Montgomery	None	None	None		TIR Missed: Yes	3.90
	Application Services	Tony Larsen	Administrative Services	Low	Resolved	TTR Missed: No	5.70
INC000000574225	Marci Soper	None	None	None		TIR Missed: Yes	2.19
	Application Support - DFI	Boyd Evans	Administrative Services	Low	Closed	TTR Missed: No	5.47
INC000000574362	Mike Broschinsky	PC/Laptop	None	None		TIR Missed: No	0.22
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.61
INC000000574566	Thomas Merrill	Application	None	Gmail		TIR Missed: No	0.14
	Technical Lead/Project Manager	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: No	1.14
INC000000574811	Gala Dumas	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.55
INC000000575297	Pat Gillins	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000575394	Lorianne Ouderkirk	Telecom	Dial Tone	Telephone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Administrative Services	Low	Closed	TTR Missed: No	0.00

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INC000000575443	Elizabeth Perkes	Server	Error	None		TIR Missed: No	0.39
	Capitol Hosting	Patrick Funk	Administrative Services	Low	Closed	TTR Missed: No	1.08
INC000000575448	Cerena Withers	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.22
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.22
INC000000575518	Helen Maw	Application	None	ZENworks for Desktops		TIR Missed: No	0.29
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	2.29
INC000000575542	Rosemary Cundiff	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.11
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	0.21
INC000000575688	Larry Simpson	PC/Laptop	Error	None		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	2.68
INC000000575694	Shirley Williams	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.43
INC000000575725	Gina Strack	Server	Error	None		TIR Missed: No	0.32
	Capitol Hosting	Patrick Funk	Administrative Services	Low	Closed	TTR Missed: No	1.06
INC000000575818	Cerena Withers	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000575826	Jim Russell	PC/Laptop	Performance	None		TIR Missed: No	0.10
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	4.05
INC000000576053	Arleen Hearld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	5.58
INC000000576213	Brian Fay	None	None	None		TIR Missed: No	0.12
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	1.82
INC000000576238	Sue Hoskins	PC/Laptop	Error	None		TIR Missed: No	0.09
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	3.08
INC000000576358	Cerena Withers	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000576391	Michael Marshall	Mobile Devices	Error	Ipads		TIR Missed: No	0.98
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	1.43
INC000000576700	Michael Marshall	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
	Application Services	Dustin Crump	Administrative Services	Low	Closed	TTR Missed: No	2.59
INC000000576734	Anne McNally	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.30
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.96
INC000000577243	Ken Hansen	Application	None	Novell GroupWise		TIR Missed: No	0.26
	Application Services	Martin Gonzalez	Administrative Services	Low	Closed	TTR Missed: No	1.96

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INC000000577489	Ryan Huntsman	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000577600	Gustavo Cansino	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000577761	Nancy Orton	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.14
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: Yes	7.50
INC000000577775	Rick Nauta	Telecom	Dial Tone	None	TIR Missed: No	0.89
Voice Operations	Gail Christiansen	Administrative Services	Low	Resolved	TTR Missed: No	0.89
INC000000577819	Anne McNally	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	3.89
INC000000578059	Amanda Ronan	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000578099	Anne McNally	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	4.55
INC000000578338	Arcy Lopez	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000578342	Sonia Smith	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.87
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.97
INC000000578356	Arleen Hearld	Application	Password	Novell Messenger	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000578404	Rick Beckstead	Network	Error	None	TIR Missed: No	0.15
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	0.34
INC000000578480	Dan Martinez	Application	Error	Adobe Contribute	TIR Missed: No	0.37
Capitol Hosting	Jake Vandenberghe	Administrative Services	Low	Resolved	TTR Missed: Yes	23.91
INC000000578635	Michelle Austin	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000578717	Arleen Hearld	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.05
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Closed	TTR Missed: No	0.24
INC000000578718	Maren Jeppsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.62
Metro A Desktop Support	Michael Barth	Administrative Services	Low	Closed	TTR Missed: No	0.62
INC000000578760	Sheri Wolfley	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	0.00
INC000000578761	Sheri Wolfley	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Closed	TTR Missed: No	0.00

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INC000000579107	Julie D'Alesandro	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.26
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.07
INC000000579332	Darrell Hunting	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	
INC000000579374	Cynthia S Bowers	Application	None	None	TIR Missed: No	0.16
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.24
INC000000579416	Michael Marshall	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000579454	Brian Jensen	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Administrative Services	Low	Resolved	TTR Missed: No	0.06
INC000000579474	Bonita Jones	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000579483	Marla Workman	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000579490	Joanie Aponte	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000579497	Joanie Aponte	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000579519	Richard Amon	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000579568	Sue Hoskins	PC/Laptop	Error	None	TIR Missed: No	0.66
Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: Yes	21.39
INC000000579957	Michael C Jones	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Administrative Services	Low	Resolved	TTR Missed: No	2.37
INC000000580165	Emily Barnes	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000580168	Joanna Reese	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Joshua Furgason	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000580281	Cathy Wann	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.58
INC000000580309	Mary Ann Morehouse	Application	Reporting	Microsoft Office	TIR Missed: No	0.17
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	4.93
INC000000580589	Lee Ericksen	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.56
Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.19

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INC000000580733	Robert Miles	None	None	None		TIR Missed: No	0.37
	Network Operations	Kelli Okumura	Administrative Services	Low	Resolved	TTR Missed: No	0.37
INC000000580740	Tony Dayish	PC/Laptop	Performance	None		TIR Missed: No	0.18
	Rural South Desktop Support	Julie Christensen	Administrative Services	Low	Resolved	TTR Missed: No	1.58
INC000000580830	Arcy Lopez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	2.04
INC000000581043	Michelle Austin	Telecom	Dial Tone	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Administrative Services	Medium	Resolved	TTR Missed: No	0.61
INC000000581054	Annette Julander	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000581118	John Reidhead	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.18
INC000000581222	Linda Crawford	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000581239	Paul Ferguson	Telecom	IP	Telephone		TIR Missed: No	0.29
	Voice Operations	Julie Sabato	Administrative Services	Low	Resolved	TTR Missed: No	0.46
INC000000581248	Mary Ann Morehouse	Network	Performance	Novell eDirectory		TIR Missed: Yes	1.13
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	2.27
INC000000581318	Katja Hadzialijagic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000581443	Dave McKay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000581696	Silvia Lane	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000582034	Rod Swaner	Application	Password	Novell GroupWise		TIR Missed: No	0.13
	Metro A Help Desk	Edward Fortner	Administrative Services	Low	Resolved	TTR Missed: No	0.27
INC000000582061	Brian R Bales	Application	None	Novell GroupWise		TIR Missed: No	0.28
	Application Services	Martin Gonzalez	Administrative Services	Low	Resolved	TTR Missed: No	4.22
INC000000582095	Pam Rugg	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.12
	Voice/Data/WAN Services	Mitch Hood	Administrative Services	Low	Resolved	TTR Missed: No	0.46
INC000000582379	Shirley Robinson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000582381	Loretta Hamilton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00

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INC000000582403	Sue Hoskins	Network	None	None		TIR Missed: No	0.36
	Network Operations	Dave Bodily	Administrative Services	Low	Resolved	TTR Missed: No	0.76
INC000000582437	Anne McNally	EIS Hardware	Printer	None		TIR Missed: No	0.54
	Strategic Communications	Dennis Rogers	Administrative Services	Low	Resolved	TTR Missed: No	3.25
INC000000582852	Doug Stout	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000582884	Larry Thacker	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000582897	Loretta Tatum	Network	Password	Novell eDirectory		TIR Missed: No	0.33
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.33
INC000000583142	Grant Beckler	PC/Laptop	Hardware	None		TIR Missed: No	0.26
	Metro B Desktop Support	Stephanie Young	Administrative Services	Low	Resolved	TTR Missed: No	1.72
INC000000583154	Loretta Tatum	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.18
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	4.11
INC000000583185	Nathan Gardner	Application	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	0.63
INC000000583241	Brook McElmurry	Application	Error	Internet Explorer		TIR Missed: No	0.61
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: Yes	6.27
INC000000583302	Tony Castro	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.31
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	0.31
INC000000583476	Cee Cee Niederhauser	Telecom	Call/Receive	None		TIR Missed: No	0.27
	Voice/Data/WAN Services	Mike Johnson	Administrative Services	Low	Resolved	TTR Missed: No	0.33
INC000000583534	Denise Austin	Application	Reporting	None		TIR Missed: No	0.07
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.49
INC000000583648	Linda Crawford	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000583694	Kevin Healy	Network	Error	None		TIR Missed: No	0.99
	Network Operations	Michael Ostrander	Administrative Services	Low	Resolved	TTR Missed: No	2.37
INC000000583744	John Burningham	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000583746	Gregg Buxton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000583862	Robert Melendez	Application	Reporting	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Resolved	TTR Missed: No	0.00

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INC000000584073	Sheila Love	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000584075	Fred Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000584080	Fred Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000584085	Bruce Whittington	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000584105	Gail Youngblood	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.32
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	2.91
INC000000584329	Anne McNally	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.14
INC000000584569	Jake Jacobson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000584648	Heidi Stringham	PC/Laptop	Error	None		TIR Missed: No	0.37
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	0.37
INC000000584667	John Koerner	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.62
	Metro A Help Desk	Liz Evans	Administrative Services	Low	Resolved	TTR Missed: No	0.73
INC000000584728	Bruce Whittington	Network	Performance	Novell eDirectory		TIR Missed: No	0.15
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.36
INC000000584979	Tim Villnave	Network	Performance	None		TIR Missed: No	0.31
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Resolved	TTR Missed: No	0.33
INC000000585011	Allyson Spevak	Application	None	ProjectWise		TIR Missed: No	0.12
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.34
INC000000585055	John Koerner	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.06
	Metro A Desktop Support	Michael Barth	Administrative Services	Low	Resolved	TTR Missed: No	0.06
INC000000585175	Paul Bowers	PC/Laptop	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	0.24
INC000000585264	Grant Beckler	PC/Laptop	Hardware	None		TIR Missed: No	0.93
	Metro B Desktop Support	Mike Wilde	Administrative Services	Low	Resolved	TTR Missed: No	1.08
INC000000585266	Arleen Hearld	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Administrative Services	Low	Resolved	TTR Missed: No	1.04
INC000000585407	Alan Bachman	Network	Performance	Novell eDirectory		TIR Missed: No	0.08
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	1.96

Enterprise Incident Report September 2012

As of 10/1/2012

Administrative Services

INC000000585515	Marla Workman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	0.00
INC000000585580	Sheri Wolfley	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Administrative Services	Low	Resolved	TTR Missed: No	0.00